DOCUMENT RESUME

ED 439 263 CE 079 886

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TITLE	Effective Leadership Programs. Twelve Case Studies from the Real World of Training. In Action.
INSTITUTION	American Society for Training and Development, Alexandria, VA.
ISBN	ISBN-1-56286-119-0
PUB DATE	1999-00-00
NOTE	257p.
AVAILABLE FROM	American Society for Training and Development, 1640 King Street, Alexandria, VA 22313-2043 ($49.95). Tel: 800-628-2783 (Toll Free); Tel: 703-683-8100; Fax: 703-683-8103; Web site: http://www.astd.org.
PUB TYPE	Collected Works - General (020) -- Reports - Research (143)
EDRS PRICE	Document Not Available from EDRS.
DESCRIPTORS	Administrator Effectiveness; Adult Education; *Business Education; Case Studies; Competence; Competency Based Education; Corporate Education; Corporations; Education Work Relationship; Educational Quality; Educational Trends; Health Occupations; Higher Education; Human Resources; Individual Instruction; Insurance Companies; Interaction; Leadership Qualities; *Leadership Training; *Management Development; Models; Nonprofit Organizations; Nontraditional Education; Organizational Change; Organizational Climate; Private Sector; Public Agencies; Public Sector; Real Estate; Scientific Personnel; Social Change; *Supervisory Training; Teacher Student Relationship; *Training Methods; Trend Analysis
IDENTIFIERS	Customer Services; *Job Coaches; *Learning Organizations

ABSTRACT

This book contains 13 case studies that illustrate models, techniques, theories, strategies, and issues relevant to leadership development programs in the public, private, and nonprofit sectors. The following papers are included: "The Past, Present, and Future of Leadership Development" (Franklin C. Ashby); "Leadership Development as a Business Strategy: Allstate Insurance Company" (Trina Stephens); "A Customer Service Trifecta: Situational Leadership. Quality, and Satisfaction: Dr. Pepper/Seven Up, Inc." (Karl J. Krayer); "Developing Effective Supervisors: Michigan's Family Independence Agency" (Carole S. Aslani, Michael Masternak); "Executive Coaching: E. G. Verlander & Associates" (Edward G. Verlander); "Strategies and Competencies to Enhance Leaders for the New Millennium. A Multicase Study of Three Successful Real Estate Professionals: Affiliated Capital Corporation, Prudential Burnet Realty, and Valuation Management Consultants, Inc." (Margot B. Weinstein); "Training Tomorrow's Leaders Using Yesterday's Techniques: Sandia National Laboratories" (Linda K. Stromei); "Transformational Coaching. A New Paradigm for Executive Development: Haywood Insurance" (Raymond P. Harrison); "Implementing Quality in Higher Education. A Must for Leaders in the New Millennium: Ohio State University" (Lee Jones); "A Leadership Education and Dialogue Model. Creating a Learning Organization for Continuous Leadership Development: University of North Carolina Health Care" (Donna L. Kaye); "Building Depth in New Benches. Nurturing Nontraditional Leaders: Camp RYLA, Rotary International" (Sylvia Ryce

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Cornell); "Initiating a Culture Change through the Implementation of the Coaching Capability Project in a Utility Organization: Northern States Power Company" (Melody McKay); and "Individual Leadership Development Process: Mobil Oil's North America Marketing and Refining Division" (James Stryker). Several papers contain substantial bibliographies. (MN)

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